In Place of FORM PTO-1449 (Modified)

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

Serial No. _10/015,266_
Applicant: ___Brown et al.___
Filing Date: _12/12/2001_
Group: _2643_
Atty. Docket No.   AUS920010825US1

Reference Designation

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Sub-class	Filing Date if Appropriate
✻ _Mcu_ AA	US 4,788,715	11/29/88	Announcing Waiting Times in Queuing Systems	379	84	10/16/86
Mcu AB	US 5,014,298	05/07/91	Voice-Data Telephonic Control System	379	93	02/20/90
Mcu AC	US 5,020,095	05/28/91	Interactive Call Distribution Processor	379	67	11/16/88
Mcu AD	US 5,166,974	11/24/92	Interactive Call Processor to Facilitate Completion of Queued Calls	379	67	04/15/91
✻ _Mcu_ AE	US 5,444,774	08/22/95	Interactive Queuing System for Call Centers	379	266	01/03/95
Mcu AF	US 5,499,288	3/12/96	Simultaneous Voice Recognition and Verification to Allow Access to Telephone Network Services	379	88	3/22/94
✻ _Mcu_ AG	US 5,506,898	04/09/96	Expected Wait-Time Indication Arrangement	379	266	12/12/94
✻ _Mcu_ AH	US 5,561,707	10/01/96	Telephonic-Interface Statistical Analysis System	379	88	10/18/93
Mcu AI	US 5,673,404	09/30/97	End-User Customizable Feedback Display for Windowed Applications	395	347	12/20/95
✻ _Mcu_ AJ	US 5,796,791	08/18/98	Network Based Predictive Dialing	379	265	08/18/98
Mcu AK	US 5,790,637	8/4/98	Extended Voice Messaging	379	67	2/16/96
✻ _Mcu_ AL	US 5,864,616	01/26/99	System and Method for Providing Call Statistics in Real Time	379	266	06/28/96
✻ _Mcu_ AM	US 5,867,572	02/02/99	Customer Queuing Arrangement	379	266	02/20/96

1

✳ *MCu* AN	US 5,915,001	6/22/99	[Syste]m and Method for Providing and Using Universally Accessible Voice and Speech Data Files	379	88.22	11/14/96
MCu AO	US 5,940,476	8/17/99	System and Method for Identifying an Unidentified Caller	379	88.02	6/28/96
MCu AP	US 5,946,654	8/31/99	Speaker Identification Using Unsupervised Speech Models	704	246	2/21/97
MCu AQ	US 6,038,305	3/14/00	Personal Dial Tone Service with Personalized Caller ID	379	207	8/1/97
✳ *MCu* AR	US 6,058,364	5/2/00	Speech Recognition of Customer Identifiers Using Adjusted Probabilities Based on Customer Attribute Parameters	704	252	11/20/97
✳ *MCu* AS	US 6,064,730	05/16/00	Customer-Self Routing Call Center	379	265	06/09/97
MCu AT	US 6,101,242	8/8/00	Monitoring for Key Words with SIV to Validate Home Incarceration	379	88.02	12/23/97
MCu AU	US 6,122,357	9/19/00	Providing Enhanced Services Through Double SIV and Personal Dial Tone	379	207	4/8/98
MCu AV	US 6,141,328	10/31/00	Method and System for Two-Way Negotiated Call Hold	370	259	09/29/97
MCu AW	US 6,178,230 B1	1/23/01	System and Method for Identifying a Callee of an Incoming Telephone Call	379	67.1	11/13/97
MCu AX	US 6,259,771 B1	07/10/01	Web Based Voice Response System	379	88.17 00000 00000 002	04/03/98

2

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Subclass	Translation
MCu AY	▓▓▓▓▓▓▓▓▓▓▓▓▓▓ 2					
MCu AY	JP 10294784A	11/04/98	Japan	HO4M1	57	No
MCu AZ	JP 8139797A	05/31/96	Japan	HO4M1	274	No
MCu AA	EP 0585004A2	03/02/94	European	HO4M3	44	Yes
MCu AB	EP 0676882A2	10/11/95	European	HO4M1	27	Yes

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Examiner Initial				
MCu BD	WPAT	Derwent	1994-067503	
M Cu BE	WPAT	Derwent	1995-346415	
MCu BF	WPAT	Derwent	1996-315499	
M Cu B'	WPAT	Derwent	1999-031530	

Examiner: M. C. Lu   Date Considered: 3/2/04

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.